



DMEPOS Bidding System (DBidS): Review of 2007 and Preview of 2008 DBidS

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Topics for Discussion

- **From Competitive Bidding Submission System (CBSS) to DMEPOS Bidding System (DBidS): a new name and enhanced design**
- **Where we've been / what we've learned**
 - 2007 Bid Cycle
- **Next steps**
 - 2008 Bid Cycle
- **Looking to the future**
 - 2009 and Beyond
- **Partnering with CMS**

User Registration / Validation

Issue	Resolution
<ul style="list-style-type: none">■ Some suppliers did not update the NSC with current information■ Users required to register twice■ NSC file did not have correct DOBs for all suppliers	<ul style="list-style-type: none">■ Campaign to educate suppliers on NSC requirements■ Our goal is to eliminate the second registration requirement while maintaining system security■ NSC has been and continues to update DOB fields. We expect to have a complete file for the beginning of the next round of registration.

User ID Issues

Issue	Resolution
<ul style="list-style-type: none">■ Multiple users were able to log into the system using the same USER ID<ul style="list-style-type: none">— Security risks/violations— System instability— System going down	<ul style="list-style-type: none">■ Controls will be implemented prior to the 2008 bid cycle. These controls will prevent multiple users from accessing the system with the same User ID

Users' Guide

Issue	Resolution
<ul style="list-style-type: none">■ A detailed Users' Guide does not exist■ System was not intuitive or user-friendly	<ul style="list-style-type: none">■ A comprehensive and user-friendly guide will be available for the 2008 bid cycle■ Steps will be taken to make the system more intuitive and user-friendly.

Status Indicators

Issue	Resolution
<ul style="list-style-type: none">■ Status indicators displayed on the home page were complex■ Bidders were not able to determine whether hard copy documentation was received	<ul style="list-style-type: none">■ Status indicators have been simplified to two options: “Complete” or “Incomplete”■ A new status indicator is now displayed on the home page to indicate receipt of documentation

Home page status
indicators with hotlinks
to incomplete
information

Pointers to
incomplete bid data

STATUS

Select the underlined [hot links](#) to modify.

APPLICATION STATUS (Form A): Complete

BID STATUS (Form B): Incomplete

Form B is missing data in **4** sections.

RECEIPT OF HARDCOPY DOCUMENTS: : No

STATUS

Select the underlined [hot links](#) to modify.

BID STATUS (Form B): **Incomplete**

Bid Miami-Fort Lauderdale-Miami Beach, FL/Diabetic Supplies (Mail Order Only) has missing data in [BidSheet](#)

Bid Miami-Fort Lauderdale-Miami Beach, FL/Diabetic Supplies (Mail Order Only) has missing data in [Certify \(Available Upon Form B Completion\)](#)

Bid Miami-Fort Lauderdale-Miami Beach, FL/Diabetic Supplies (Mail Order Only) has missing data in [Geography](#)

Bid Miami-Fort Lauderdale-Miami Beach, FL/Diabetic Supplies (Mail Order Only) has missing data in [Volume](#)

Data Entry Requirements

Issue	Resolution
<ul style="list-style-type: none">■ Burdensome duplicate entry requirements	<ul style="list-style-type: none">■ One of the requirements of our re-engineering effort is to incorporate a feature that will allow identical data to be “copied and pasted” from one bid sheet to another. This will be implemented by the start of the 2008 bid cycle.

Data Entry Anomalies

Issue	Resolution
<ul style="list-style-type: none">■ Entering “&” or “0” in certain fields caused the system to crash	<ul style="list-style-type: none">■ This was resolved by recoding parts of the system.

Loss of Data

Issue	Resolution
<ul style="list-style-type: none">■ Software has very few “save points”■ System timed out after two hours	<ul style="list-style-type: none">■ As part of our re-engineering efforts, the enhanced system will incorporate data-saving options throughout the application■ Adjustments were made to allow bidders to remain active in the system for 12 hours without being timed out

System Availability

Issue	Resolution
<ul style="list-style-type: none">■ The system was unexpectedly unavailable numerous times during the bidding cycle	<ul style="list-style-type: none">■ Short-term changes were made to improve availability. Reengineering will further improve application stability and prevent system down time

System Verbiage

Issue	Resolution
<ul style="list-style-type: none">■ Some of the language used in the application was confusing	<ul style="list-style-type: none">■ We will change the verbiage in error messages and provide clear and user-friendly language, free of technical jargon

Plans for 2008

- **Streamline electronic bidding process**
- **System reengineering:**
 - Incorporate “copy and paste” features to eliminate redundant data entry
 - Introduce data-saving options throughout the system
 - Improve system stability to minimize downtime
- **Improve bidder registration procedures**
- **Enhance technical support**

2009 and Beyond

- Continue to partner with the supplier community to improve and simplify the user experience

Please share your ideas for improving DBidS

**Feedback needed by
November 9, 2007**

Email: dbids@cms.hhs.gov

Thank You

